

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

October 2018

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CER4457	American Broadband and Telecommunications Company	Lifeline	LLB Address Error	1
		Lifeline	LLB Discount Switched to Other Carrier	1
American Broadband and Telecommunications Company Total				2
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Application Request	1
AmeriMex Communications Corp. Total				1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	3
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	12
		Billing	Late Payment Charge - LPC	4
		Billing	Other Charges	9
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	2
		Billing	Slamming	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	18
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	4
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	3
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	7
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	2
Service	Outage	11		
Service	Refusal To Serve	2		
AT&T California Total				90
CLC5002, IEC5002	AT&T Corp.	Billing	Other Charges	1
AT&T Corp. Total				1
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	1
		Billing	Cramming	1
		Billing	High Bill	6
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	6
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
Service	Disconnection Non Payment	1		
AT&T Mobility Total				21

Utility Code	Utility Name	Category	Subcategory	Count
CLC6955, CLR6955, IEC6955	Bright House Networks Information Services (California), LLC	Billing	High Bill	1
Bright House Networks Information Services (California), LLC Total				1
CLC6878, CLR6878, IEC6878	Charter	Billing	Payment Error	1
		Service	Refusal To Serve	1
Charter Total				2
LEC1024	Citizens Telecommunications Co. of Ca.	Lifeline	LLB Application Request	1
Citizens Telecommunications Co. of Ca. Total				1
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	Billing	Slamming	2
Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom Total				2
CLC5698, IEC5698	Comcast Digital Phone	Billing	Other Charges	1
Comcast Digital Phone Total				1
CLC1015, LEC1015	Consolidated Communications CA	Lifeline	LLB Application Request	1
Consolidated Communications CA Total				1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	1
Cox; Cox Communications; Cox Business Total				3
CLC6735, IEC6735	DMR Communications, Inc.	Service	Outage	1
DMR Communications, Inc. Total				1
CER4519	FreedomPop	Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
FreedomPop Total				2
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	Bundled Services	4
		Billing	High Bill	6
		Billing	Other Charges	8
		Billing	Out of Service Credit - OOS	1
		Lifeline	LLB Application Request	5
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Safety	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
Service	Outage	9		
Service	Refusal To Serve	1		
Frontier California, Inc. Total				49
LEC1026	Frontier Communications of the Southwest, Inc.	Service	Outage	1
Frontier Communications of the Southwest, Inc. Total				1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
I-Wireless, LLC Total				1
CER4442	Life Wireless	Lifeline	LLB Approved for Discount	1
Life Wireless Total				1
CEC3079	MetroPCS	Billing	Other Charges	1
MetroPCS Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CLC6005, IEC6005	Peak Communications	Lifeline	LLB Discount Switched to Other Carrier	1
Peak Communications Total				1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Early Termination Fee - ETF	1
Preferred Long Distance, Inc. Total				1
CER4461	Ready Wireless, LLC	Policy and Practices	Abusive Marketing	1
Ready Wireless, LLC Total				1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	4
		Billing	Other Charges	1
		Service	Payment Error	1
Sprint; Sprint PCS Total				11
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
Surelink Mobile; TruConnect Total				2
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	1
Tag Mobile, LLC Total				1
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Billing	Slamming	1
		Lifeline	LLB Discount Switched to Other Carrier	3
TC Telephone, LLC; Horizon Cellular Total				4
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Policy and Practices	Abusive Marketing	1
Telepacific Communications Total				1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
Time Warner Cable Total				5
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	High Bill	1
		Billing	Other Charges	2
		Service	Disconnected In Error	1
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				4
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Payment Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	1
		Service	Refusal To Serve	1
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				10
CER4441	UVNV, Inc.	Service	Number Portability - Wireless or Landline	1
UVNV, Inc. Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CLC5253, IEC5253	Verizon Access Transmission Services	Lifeline	LLB Application Request	1
Verizon Access Transmission Services Total				1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Billing	Other Charges	6
		Billing	Slamming	1
		Service	Dead Zones/Dropped Calls	1
Verizon Wireless Total				11
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	5
		Lifeline	LLB Federal Program/Equipment	5
Virgin Mobile; Assurance Wireless Total				10
LEC1019	Volcano Telephone Company	Billing	Payment Error	1
Volcano Telephone Company Total				1
IER6985	Windstream Communications, Inc.	Billing	Payment Error	1
Windstream Communications, Inc. Total				1
CLC5553, IEC5553	XO Communications Services	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
XO Communications Services Total				2
Grand Total				250

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.